IN THE CLAIMS:

The text of all pending claims, (including withdrawn claims) is set forth below. Cancelled and not entered claims are indicated with claim number and status only. The claims as listed below show added text with underlining and deleted text with ~~strikethrough~~. The status of each claim is indicated with one of (original), (currently amended), (cancelled), (withdrawn), (new), (previously presented), or (not entered).

Please AMEND claims 1-2, 4, and 8-15 in accordance with the following:

1. (CURRENTLY AMENDED) A multi-channel processing control device comprising:

process request determination means for accepting a plurality of process requests from a plurality of channels as communication means between a user and call center, and determining whether any of the plurality of process requests from [[a]] the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on an indication of properties of a channel that generates said process requests and based on services in a queue category;

non-real-time processing administrating means for changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;

real-time processing allocation means for allocating process requests determined to be real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process;

~~non-real-time processing administrating means for administrating process requests determined to be said non-real-time process requests, as well as priority levels therefor~~; and

non-real-time processing allocation means for allocating non-real-time processes administrated by said non-real-time processing administrating means to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process.

2. (CURRENTLY AMENDED) A multi-channel processing control method comprising:

accepting a plurality of process requests from a plurality of channels as communication means between a user and call center, and determining whether any of the plurality of process requests ~~generated~~ from ~~a~~ the plurality of channels are real-time process requests needing

processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on an indication of properties of a channel that generates said process requests and based on services in a queue category;

changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore; and

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process~~; and~~

~~administrating said non-real-time process request as well as a priority level therefor~~.

3. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in claim 2, further comprising allocating a non-real-time process request currently being administrated to a most appropriate processing terminal, based on the priority level of the request and suitability of available processing terminals capable of processing said non-real-time process request.

4. (CURRENTLY AMENDED) A multi-channel processing control method for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels connected to ~~including~~, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic voice response devices automatically processing incoming signals from public lines.

5. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in claim 4, wherein among the processing terminals handled by said operators, at least one processing terminal is kept available for real-time incoming tasks.

6. (CANCELLED)

7. (PREVIOUSLY PRESENTED) A multi-channel processing control method as set forth in either claim 4 or 5, wherein said outgoing tasks include pre-planned non-real-time process requests not requiring real-time processing.

8. (CURRENTLY AMENDED) A ~~recording~~ computer-readable medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer, the method comprising:

determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on services in a queue category;

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

administrating said non-real-time process request as well as a priority level therefor.

9. (CURRENTLY AMENDED) A ~~transmission medium~~ computer network capable of transmitting a computer program for a multi-channel control method, the method comprising:

determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on services in a queue category;

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

administrating said non-real-time process request as well as a priority level therefor.

10. (CURRENTLY AMENDED) A ~~recording~~ computer-readable medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, the method comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels connected to ~~including~~, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic voice response devices automatically processing incoming signals from public lines.

11. (CURRENTLY AMENDED) A computer network capable of transmitting a computer program for a multi-channel control method for processing terminals handled by operators processing incoming tasks and processing terminals handled by operators processing outgoing tasks, at least one of the operators being a dual-duty operator capable of processing either incoming tasks or outgoing tasks, the method comprising:

allocating the processing terminal handled by said dual-duty operator to either incoming tasks or outgoing tasks based on a current status of the processing terminals handled by the operators,

wherein said incoming tasks and outgoing tasks include both real-time and non-real-time process requests arising from channels connected to ~~including~~, in addition to the processing terminals handled by said operators, Web agents handling process requests generated by Internet web servers, e-mail agents handling process requests generated by e-mail servers, and automatic voice response devices automatically processing incoming signals from public lines.

12. (CURRENTLY AMENDED) The ~~recording~~ computer-readable medium according to claim 8, wherein among the processing terminals handled by said operators, at least one processing terminal is kept available for real-time incoming tasks.

13. (CURRENTLY AMENDED) The ~~transmission medium~~ computer network transmission medium according to claim 9, wherein among the processing terminals handled by said operators, at least one processing terminal is kept available for real-time incoming tasks.

14. (CURRENTLY AMENDED) The ~~recording~~ computer-readable medium according to claim 10, wherein among the processing terminals handled by said operators, at least one processing terminal is kept available for real-time incoming tasks.

15. (CURRENTLY AMENDED) The ~~transmission medium~~ computer network according to claim 11, wherein among the processing terminals handled by said operators, at least one processing terminal is kept available for real-time incoming tasks.